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QUESTION 1

Which of the following would be most useful in helping to implement a workaround as quickly as possible?

A. A capacity database

B. A definitive media library

C. A request for change

D. A known error database

Correct Answer: D

QUESTION 2

Which of these statements about Service Desk staff is CORRECT?

A. Service Desk staff should be recruited from people who have high levels of technical skill to minimize the cost of training them

B. The Service Desk can often be used as a stepping stone for staff to move into other more technical or supervisory roles

C. The Service Desk should try to have a high level of staff turnover as the training requirements are low and this helps to minimize salaries

D. Service Desk staff should be discouraged from applying for other roles as it is more cost effective to keep them in the role where they have been trained

Correct Answer: B

QUESTION 3

Undertaking a gap analysis is a key activity within which part of the Deming Cycle for improving services and service management processes?

A. Plan

B. Do

C. Check

D. Act

Correct Answer: A

QUESTION 4

Which statement about outcomes is CORRECT?

A. An outcome can be enabled by more than one output

B. Outcomes are how the service performs

C. An output can be enabled by one or more outcomes

D. An outcome is a tangible or intangible activity

Correct Answer: A

QUESTION 5

Which value chain activity communicates the current status of all four dimensions of service management?

A. Improve

B. Engage

C. Obtain/build

D. Plan

Correct Answer: D

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